Attorney Docket No.: RSW920030051US1 (7161-095U) **PATENT**

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of	:	Customer Number: 46320
Glenn AIKENS et al.	:	Confirmation Number: 9683
Application No.: 10/677,876	:	Group Art Unit: 3689
Filed: September 30, 2003	:	Examiner: T. Nguyen

For: MULTI-TIER COMPOSITE SERVICE LEVEL AGREEMENTS

AMENDMENT UNDER 37 C.F.R. § 41.39(b)(1)

Mail Stop Amendment
Commissioner For Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

The following Amendment and Remarks are submitted in response to the Examiner's Answer dated March 18, 2010, pursuant to the provisions of 37 C.F.R. § 41.39(b)(1), in which Applicants request that prosecution be reopened in response to the Examiner including a new ground of rejection in the Examiner's Answer.